Enterprise Incident Report August 2012

As of 9/4/2012

Governor's Office

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents
Bottom Number - First Contact Resolution

Customer Company	Assigned Group	Assigned to Individual	Low	FCR Total
Governor's Office	Application Services	Dustin Crump	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Application Support - Oracle	Tony Hess	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Capitol Desktop Support	Chad Poll	6 6	6 6
		Assigned to Individual Total	6 6	6 6
	Metro A Desktop Support	Robert Wall	4 2	4 2
		Assigned to Individual Total	4 2	4 2
	Metro A Help Desk	Ed Conrad	2 2	2 2
		Liz Evans	2 2	2 2
		Assigned to Individual Total	4 4	4 4

Governor's Office

			Low	FCR Total
Governor's Office	Metro D Desktop Support	Steve Gibb	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Metro D Help Desk	Doug Brown	2 2	2 2
		John Robinson	1 1	1 1
		Assigned to Individual Total	3 3	3 3
	Operations Production Control	Duane Hardy	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Voice Operations	Romanza Hamblin Sorensen	2 0	2 0
		Assigned to Individual Total	2 0	2 0
	Assigned Group Total		23 15	23 15
Customer Company Total			23 15	23 15

Enterprise Incident Report August 2012

As of **9/4/2012**

Governor's Office

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

| | | | **Top Number - Total Incidents** | |
| | | | **Bottom Number - Missed Inital Response** | |
Customer Company	**Assigned Group**	**Assigned to Individual**	**Low**	**MIR Total**
Governor's Office	Application Services	Dustin Crump	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Application Support - Oracle	Tony Hess	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Capitol Desktop Support	Chad Poll	6 0	6 0
		Assigned to Individual Total	6 0	6 0
	Metro A Desktop Support	Robert Wall	4 0	4 0
		Assigned to Individual Total	4 0	4 0
	Metro A Help Desk	Ed Conrad	2 0	2 0
		Liz Evans	2 0	2 0
		Assigned to Individual Total	4 0	4 0

Governor's Office

			Low	MIR Total
Governor's Office	Metro D Desktop Support	Steve Gibb	10	10
		Assigned to Individual Total	10	10
	Metro D Help Desk	Doug Brown	20	20
		John Robinson	10	10
		Assigned to Individual Total	30	30
	Operations Production Control	Duane Hardy	10	10
		Assigned to Individual Total	10	10
	Voice Operations	Romanza Hamblin Sorensen	20	20
		Assigned to Individual Total	20	20
	Assigned Group Total		230	230
Customer Company Total			230	230

Governor's Office

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents
Bottom Number -Average time in hours

Customer Company	Assigned Group	Assigned to Individual	Low	ATTIR Total
Governor's Office	Application Services	Dustin Crump	1 0.20	1 0.20
		Assigned to Individual Total	1 0.20	1 0.20
	Application Support - Oracle	Tony Hess	1 0.00	1 0.00
		Assigned to Individual Total	1 0.00	1 0.00
	Capitol Desktop Support	Chad Poll	6 0.00	6 0.00
		Assigned to Individual Total	6 0.00	6 0.00
	Metro A Desktop Support	Robert Wall	4 0.02	4 0.02
		Assigned to Individual Total	4 0.02	4 0.02
	Metro A Help Desk	Ed Conrad	2 0.00	2 0.00
		Liz Evans	2 0.17	2 0.17
		Assigned to Individual Total	4 0.08	4 0.08

Governor's Office

Governor's Office			Low	ATTIR Total
Governor's Office	Metro D Desktop Support	Steve Gibb	1 0.09	1 0.09
		Assigned to Individual Total	1 0.09	1 0.09
	Metro D Help Desk	Doug Brown	2 0.00	2 0.00
		John Robinson	1 0.00	1 0.00
		Assigned to Individual Total	3 0.00	3 0.00
	Operations Production Control	Duane Hardy	1 0.28	1 0.28
		Assigned to Individual Total	1 0.28	1 0.28
	Voice Operations	Romanza Hamblin Sorensen	2 0.34	2 0.34
		Assigned to Individual Total	2 0.34	2 0.34
	Assigned Group Total		23 0.07	23 0.07
Customer Company Total			23 0.07	23 0.07

Governor's Office

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution	
			Low	MR Total
Governor's Office	Application Services	Dustin Crump	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Application Support - Oracle	Tony Hess	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Capitol Desktop Support	Chad Poll	6 0	6 0
		Assigned to Individual Total	6 0	6 0
	Metro A Desktop Support	Robert Wall	4 0	4 0
		Assigned to Individual Total	4 0	4 0
	Metro A Help Desk	Ed Conrad	2 0	2 0
		Liz Evans	2 0	2 0
		Assigned to Individual Total	4 0	4 0

Governor's Office

			Low	MR Total
Governor's Office	Metro D Desktop Support	Steve Gibb	10	10
		Assigned to Individual Total	10	10
	Metro D Help Desk	Doug Brown	20	20
		John Robinson	10	10
		Assigned to Individual Total	30	30
	Operations Production Control	Duane Hardy	10	10
		Assigned to Individual Total	10	10
	Voice Operations	Romanza Hamblin Sorensen	20	20
		Assigned to Individual Total	20	20
	Assigned Group Total		230	230
Customer Company Total			230	230

Governor's Office

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours	
			Low	ATTR Total
Governor's Office	Application Services	Dustin Crump	1 0.22	1 0.22
		Assigned to Individual Total	1 0.22	1 0.22
	Application Support - Oracle	Tony Hess	1 0.00	1 0.00
		Assigned to Individual Total	1 0.00	1 0.00
	Capitol Desktop Support	Chad Poll	6 0.00	6 0.00
		Assigned to Individual Total	6 0.00	6 0.00
	Metro A Desktop Support	Robert Wall	4 0.15	4 0.15
		Assigned to Individual Total	4 0.15	4 0.15
	Metro A Help Desk	Ed Conrad	2 0.11	2 0.11
		Liz Evans	2 0.20	2 0.20
		Assigned to Individual Total	4 0.15	4 0.15

Governor's Office

Governor's Office			Low	ATTR Total
Governor's Office	Metro D Desktop Support	Steve Gibb	1 0.67	1 0.67
		Assigned to Individual Total	1 0.67	1 0.67
	Metro D Help Desk	Doug Brown	2 0.00	2 0.00
		John Robinson	1 0.00	1 0.00
		Assigned to Individual Total	3 0.00	3 0.00
	Operations Production Control	Duane Hardy	1 0.40	1 0.40
		Assigned to Individual Total	1 0.40	1 0.40
	Voice Operations	Romanza Hamblin Sorensen	2 1.20	2 1.20
		Assigned to Individual Total	2 1.20	2 1.20
	Assigned Group Total		23 0.21	23 0.21
Customer Company Total			23 0.21	23 0.21

Governor's Office

Detail

INC000000550529	Audrey M Curtis	None	None	None	TIR Missed: No	0.09
Metro D Desktop Support	Steve Gibb	Governor's Office	Low	Closed	TTR Missed: No	0.67
INC000000555961	Bruce Miya	None	None	None	TIR Missed: No	0.00
Metro A Desktop Support	Robert Wall	Governor's Office	Low	Closed	TTR Missed: No	0.11
INC000000556651	Ned Searle	None	None	None	TIR Missed: No	0.00
Capitol Desktop Support	Chad Poll	Governor's Office	Low	Closed	TTR Missed: No	0.00
INC000000556656	Fran Fish	None	None	None	TIR Missed: No	0.00
Capitol Desktop Support	Chad Poll	Governor's Office	Low	Closed	TTR Missed: No	0.00
INC000000557677	Bruce Miya	None	None	None	TIR Missed: No	0.07
Metro A Desktop Support	Robert Wall	Governor's Office	Low	Closed	TTR Missed: No	0.09
INC000000557923	Connie Wettlaufer	Telecom	None	Telephone	TIR Missed: No	0.49
Voice Operations	Romanza Hamblin Sorensen	Governor's Office	Low	Closed	TTR Missed: No	1.67
INC000000559295	David Stringfellow	None	None	None	TIR Missed: No	0.00
Capitol Desktop Support	Chad Poll	Governor's Office	Low	Closed	TTR Missed: No	0.00
INC000000559637	Denise Brems	Application	Error	Internet Explorer	TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Governor's Office	Low	Closed	TTR Missed: No	0.00
INC000000559665	Fran Fish	None	None	None	TIR Missed: No	0.00
Capitol Desktop Support	Chad Poll	Governor's Office	Low	Closed	TTR Missed: No	0.00
INC000000562102	Audrey M Curtis	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Governor's Office	Low	Closed	TTR Missed: No	0.00
INC000000564034	Noleen Warrick	Mainframe	Password	BlueZone	TIR Missed: No	0.00
Metro D Help Desk	John Robinson	Governor's Office	Low	Closed	TTR Missed: No	0.00
INC000000565012	Catherine Dibona	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Governor's Office	Low	Closed	TTR Missed: No	0.00
INC000000565093	Catherine Dibona	Network	Password	None	TIR Missed: No	0.33
Metro A Help Desk	Liz Evans	Governor's Office	Low	Closed	TTR Missed: No	0.39
INC000000566144	Laurie Angell	None	None	None	TIR Missed: No	0.00
Capitol Desktop Support	Chad Poll	Governor's Office	Low	Resolved	TTR Missed: No	0.00
INC000000566361	Catherine Dibona	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro A Desktop Support	Robert Wall	Governor's Office	Low	Resolved	TTR Missed: No	0.36
INC000000566443	Audrey M Curtis	Application	Error	Utah Electronic Resource and E	TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Governor's Office	Low	Resolved	TTR Missed: No	0.21

Governor's Office

INC	Name	Category	Type	System		TIR/TTR Missed		Value
INC000000566686	Ned Searle	None	None	None		TIR Missed: No		0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low	Resolved	TTR Missed: No		0.00
INC000000568266	Lee Wyckoff	Mobile Devices	Error	Novell GroupWise PDA Connec		TIR Missed: No		0.20
	Application Services	Dustin Crump	Governor's Office	Low	Resolved	TTR Missed: No		0.22
INC000000568764	Dean Healey	Application	Password	BlueZone		TIR Missed: No		0.28
	Operations Production Control	Duane Hardy	Governor's Office	Low	Resolved	TTR Missed: No		0.40
INC000000569897	Lena Ward	PC/Laptop	Error	None		TIR Missed: No		0.00
	Metro D Help Desk	Doug Brown	Governor's Office	Low	Resolved	TTR Missed: No		0.00
INC000000570113	Lena Ward	Application	None	Medicaid Managed Care System		TIR Missed: No		0.00
	Application Support - Oracle	Tony Hess	Governor's Office	Low	Resolved	TTR Missed: No		0.00
INC000000571175	Samantha Julian	None	None	None		TIR Missed: No		0.01
	Metro A Desktop Support	Robert Wall	Governor's Office	Low	Resolved	TTR Missed: No		0.03
INC000000571351	Connie Wettlaufer	Telecom	None	None		TIR Missed: No		0.18
	Voice Operations	Romanza Hamblin Sorensen	Governor's Office	Low	Resolved	TTR Missed: No		0.73